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# Safe Patient Handling

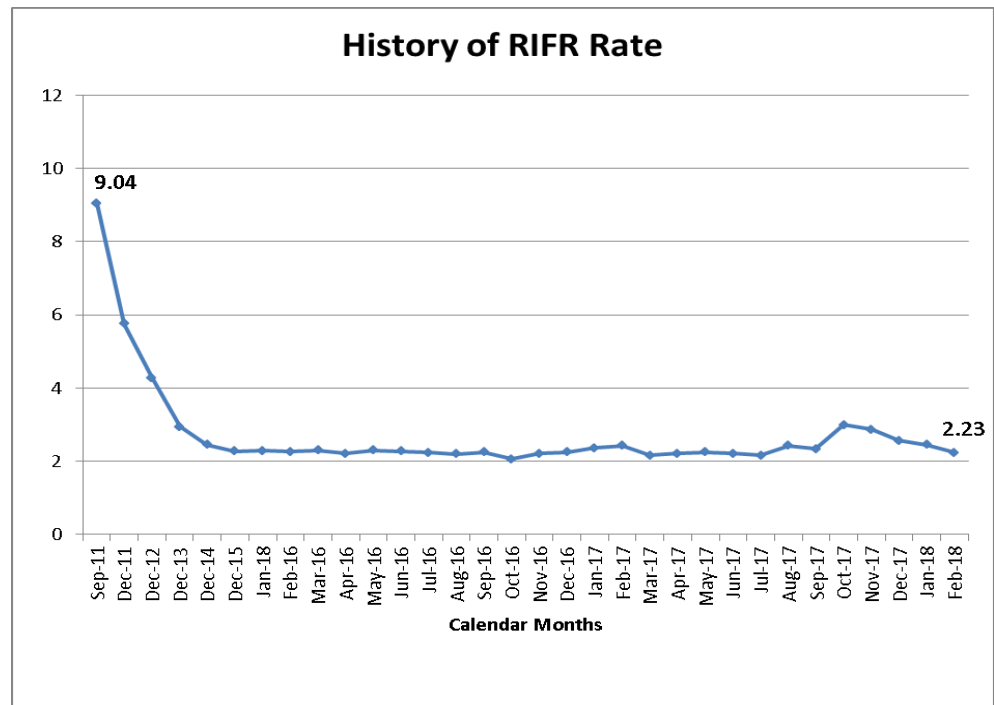
## A Safety Management System Issue

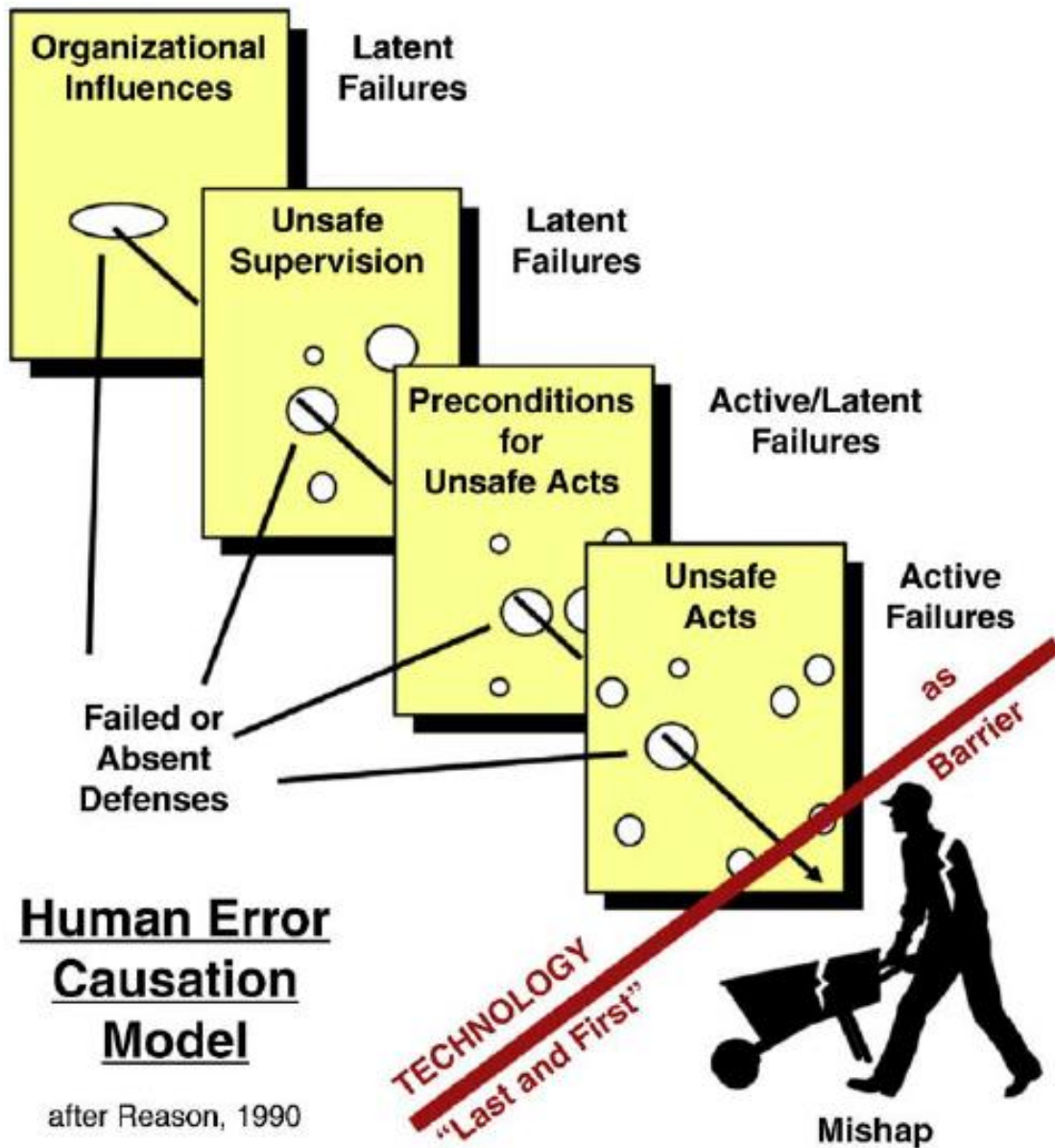


SIGNATURE HEALTHCARE

# Phases of Improvement

- Awareness
- Equipment and Training
- Compliance





**Human Error  
Causation  
Model**

after Reason, 1990

# Contributing Factors

- Chaotic work environment
- Fatigue
- Culture
- Situational Awareness






# Human Error



- Wrong Rule
- Not Following Rule
- Thinking Error
  - Slip
  - Lapse
  - Cognitive Bias

# What Causes Non-Compliance?

$$\text{Non-Compliance} = \frac{\text{Perceived Burden}}{\text{Perceived Risk} + \text{Coworker Coaching}}$$


# Top Quartile - Fewer

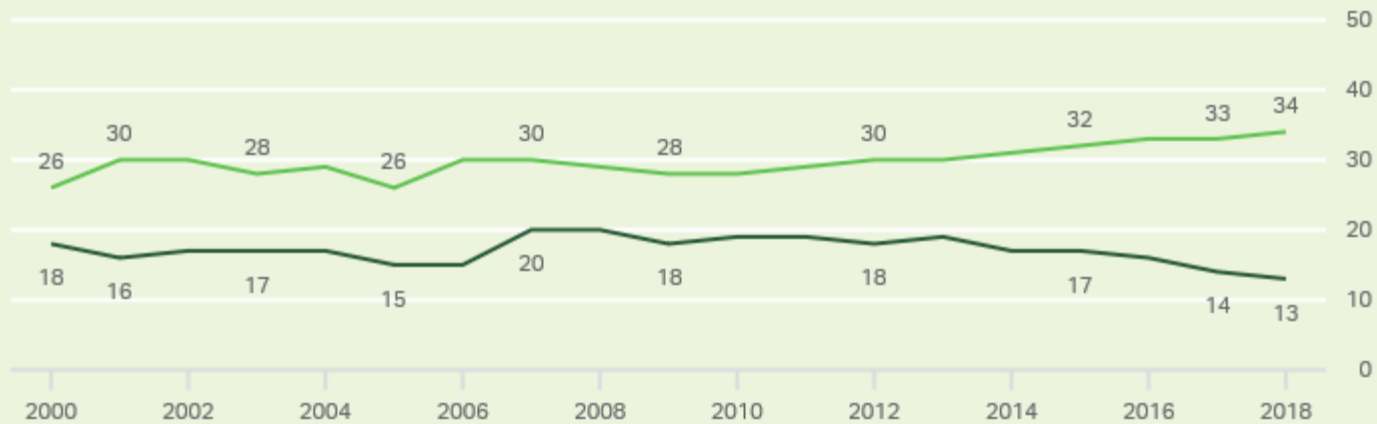
- 70 % employee injuries
- 58% patient incidents
- 40% quality defects



## U.S. Employee Engagement Trend

Annual averages

■ % Engaged ■ % Actively disengaged

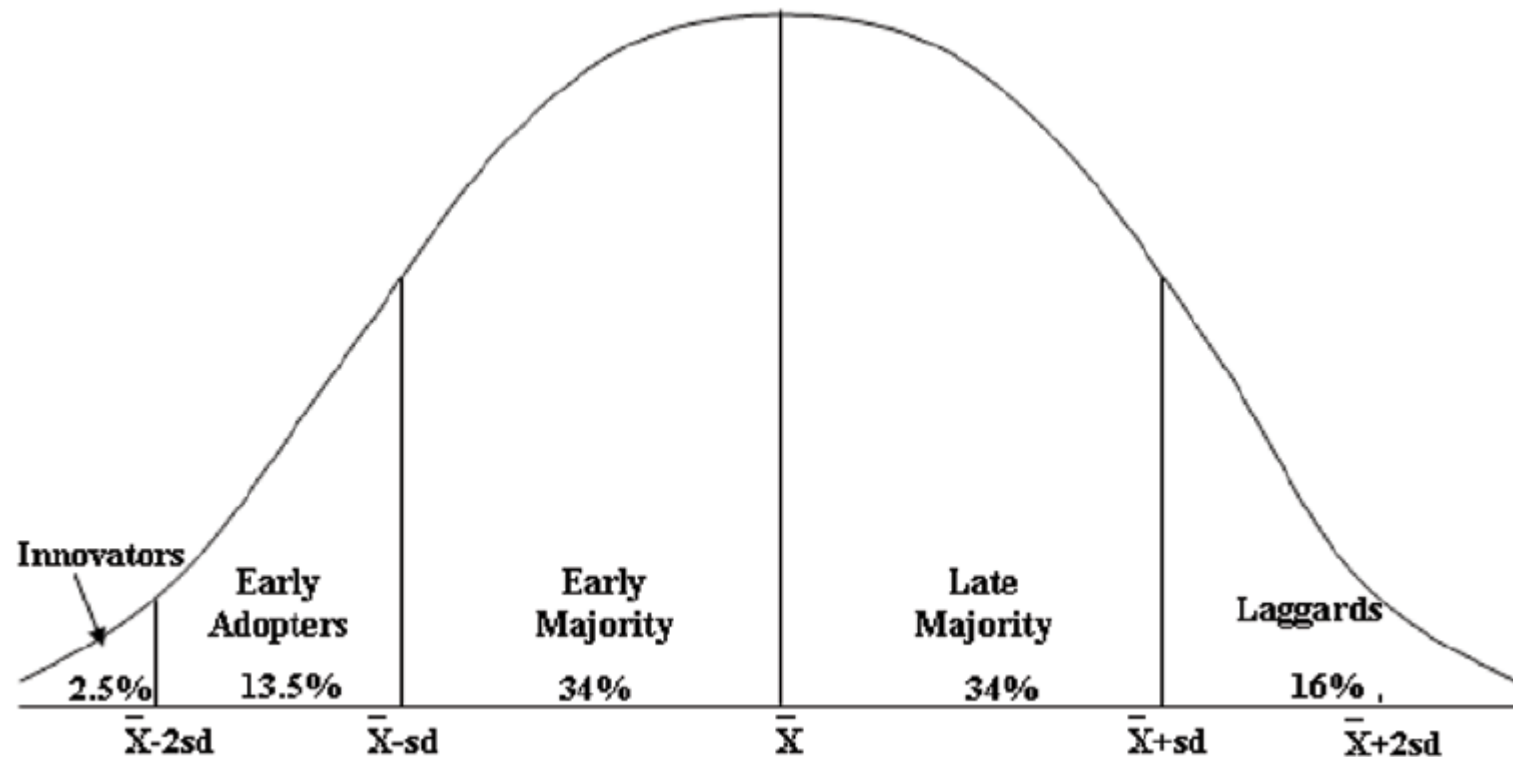


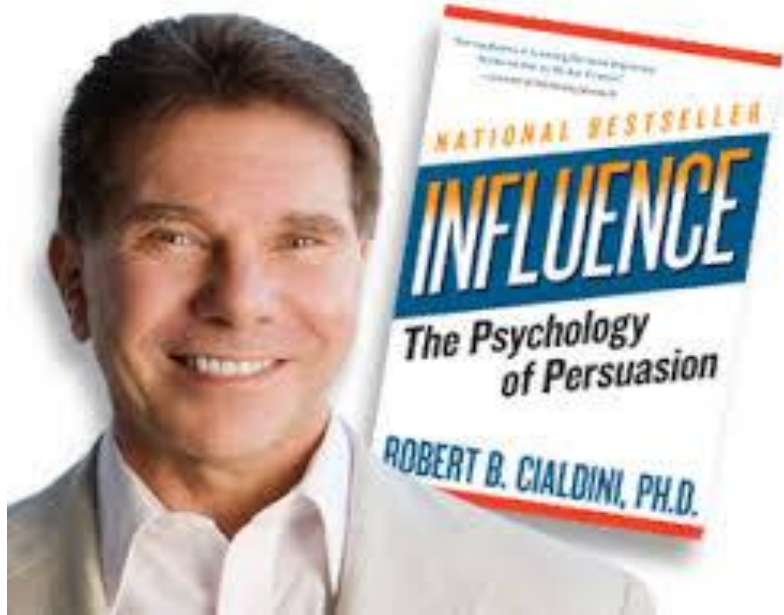
Note: 2018 results are for January through June

GALLUP

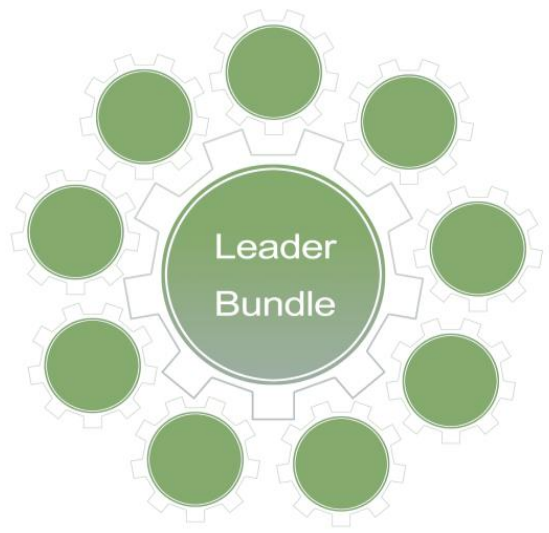
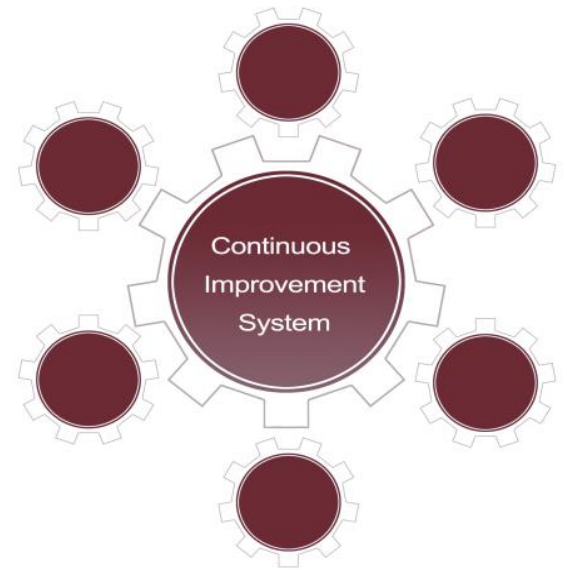


# No Safer Than Least Engaged





- Authority
- Constancy
- Likability
- Reciprocation
- Social Proof



# Current Challenge

- Supervising to a Standard
- Communicating Harm Across System
- Situational Awareness
- Peer to Peer Coaching



**Vulnerability Scale**